

Milwaukee County
Department of Health and Human Services

Delinquency & Court Services Division

PRESENTS...

The Annual 2016

Continuous Quality Improvement (CQI)

Informational Session

PRESENTED BY: DE SHELL PARKER

Today's Agenda

- ❖ **Welcome and Introductions** – De Shell Parker and All Present
- ❖ **Continuous Quality Improvement Overview** – De Shell Parker
- ❖ **Recognition Awards Presentation** – De Shell Parker
- ❖ **Importance of Creating a Culture of Continuous Improvement** – Dawn Barnett
- ❖ **NIATx Presentation: *Customer Voice* by DCSD** – Danette Parr
- ❖ **Data Analysis and Action Planning** – De Shell Parker
- ❖ **Training Overview & Expectations** – Rachael Specht
- ❖ **Next Steps** – De Shell Parker
- ❖ **Adjourn**



Welcome & Introductions

Who's
In the
Room
???



Continuous Quality Improvement

Overview

&

Purpose



KEY:

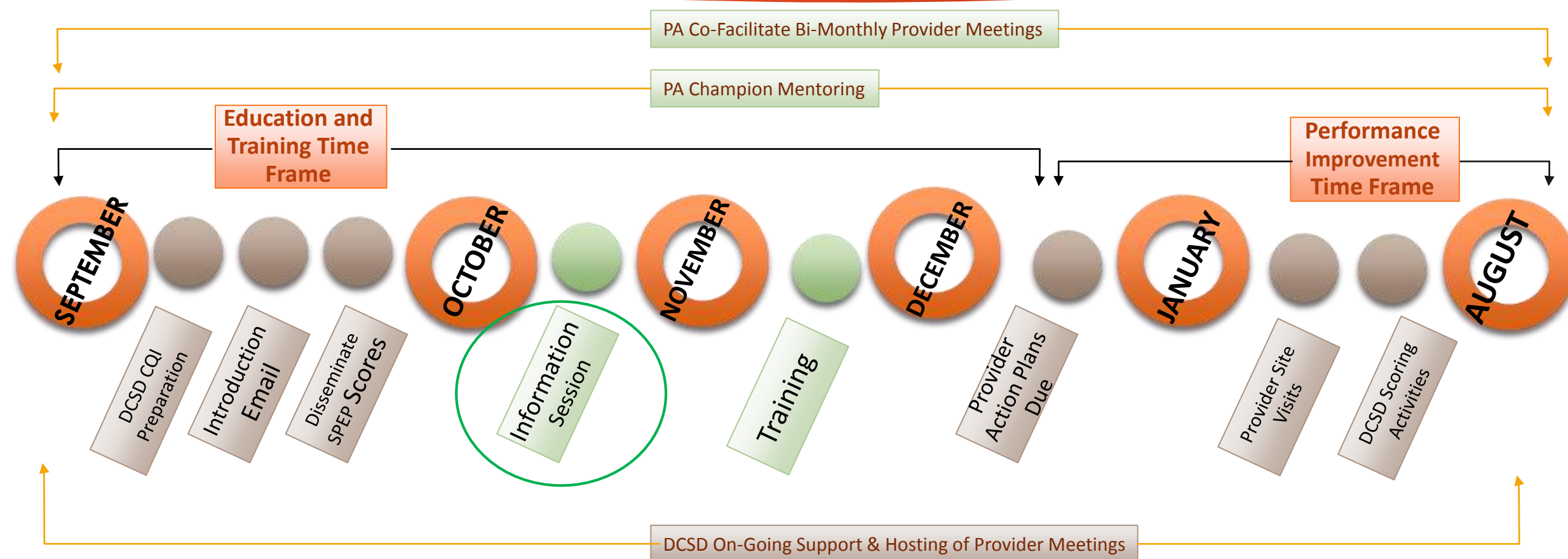
Responsibilities for All

DCSD Responsibility

Provider Ambassador (PA) Responsibility

Delinquency and Court Services Division (DCSD)

Continuous Quality Improvement Cycle



Continuous Quality Improvement

Overview of DCSD Efforts

- ❖ Juvenile Justice Reform and Reinvestment Initiative (JJRRI) Grant Discontinued 9/30/16
- ❖ Internal Ongoing Efforts for CQI
 - ▶ Policy and Practice Revisions
 - ▶ Training
 - ▶ Juvenile Program Management System is Live
 - ▶ Probation Review - Robert F Kennedy Foundation: November 1st
 - ❑ RFK Website: <http://rfknrcjj.org/our-work/probation-system-review/>
 - ▶ Juvenile Detention Alternatives Initiative – Pilot Site since 2012
- ❖ External Ongoing Efforts for CQI
 - ▶ Existing Contracts – Renewal Meeting 11/30/16, 9-12PM @ Zoofari Conference Center
 - ▶ Provider Training Expectations
 - ▶ 2017 DHHS Documentation Audit – Single Indicator Review
 - ▶ Stakeholder Information Sessions TBA regarding the CQI & Blueprint (Provider Attendance NOT Required)



Recognition Awards

- ❖ **Ambassador Award: Dawn Barnett**
 - ▶ Running Rebels Community Organization (RRCO)
- ❖ **Ambassador Award: Elizabeth Zarate & Judy Tramonte**
 - ▶ Southwest Key (SWK)
- ❖ **Ambassador Award: Katie Rose**
 - ▶ Wisconsin Community Services (WCS)
- ❖ **Ambassador Award: Scott Carpenter**
 - ▶ St. Charles Youth & Family Services (SCYFS)
- ❖ **Participation Acknowledgement Award: Stacy York**
 - ▶ TransCenter of Nehemiah Project

*Thank
You*

Creating a Culture of **Continuous Improvement**

By Dawn Barnett...

The Importance of Continuous Improvement

▶ The DCSD Provider Investment Measurement Tool

➤ Updates to the 2017 Tool Include:

1. Considerations for Who was present at the meetings/trainings
2. Completed annually on all DCSD network providers involved in the DCSD CQI process.
3. Completed at the end of the CQI cycle based on the agency's participation in that years' quality improvement cycle.
4. Provider Investment Tool results can be used by DCSD in decision-making for the agency.

The Importance of Continuous Improvement

The Provider Investment Measurement Tool

- 1) Did the agency attend the mandatory Annual DCSD Informational Session?
- 2) Did the agency have the required levels represented from the agency at the Informational Session (A. Management, B. Quality Assurance, C. Change Agent)?
- 3) A. Did the agency attend the annual training (e.g. NIATx, Booster, etc.) offered? OR B. Did the agency attend any additional and/or subsequent training offered?
- 4) Did the agency complete and submit the action plan within the specified time frame?
- 5) Did the provider accommodate and participate in the DCSD site visit?
- 6) Did the agency participate in any follow-up NIATx and/or DCSD technical assistance (TA) visits and/or calls?
- 7) Were follow-up efforts from the TA visits/calls made by agency?
- 8) Did the agency attend the bi-monthly Provider Forum Meetings?
- 9) Did the agency complete a change and/or program improvement project?
- 10) Did the agency attend the bi-annual contract renewal meeting?

DCSD NIATx Project Presentation

Customer Voice

By Danette Parr...

Project Aim: To increase the opportunity to give department feedback for clients discharged from DCSD from 0% - 75%

Project Goal: Provide clients that are discharged from Probation services the opportunity to provide the agency feedback relevant to their experiences while involved with DCSD.

Project Length: October 2015 through August 2016



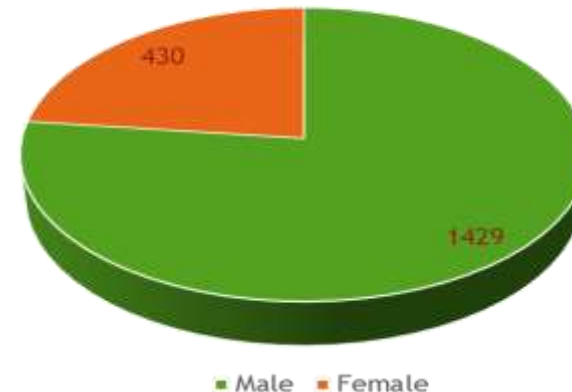
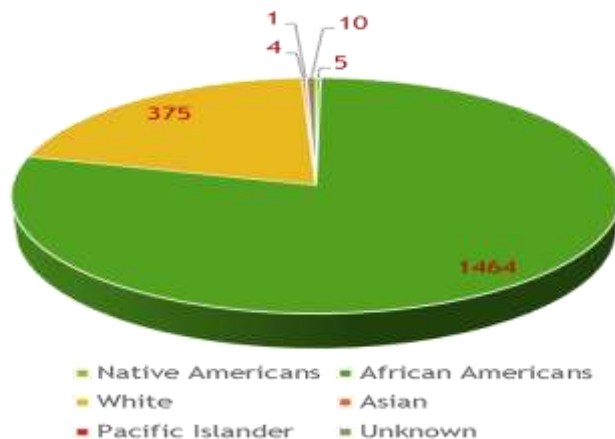
DCSD NIATx Project Presentation

Customer Voice

Client Population

- ▶ Youth (Male or Female) ages 8 up to 17 years of age referred to Delinquency and Court Services on a delinquency offense
- ▶ Youth referred to Delinquency and Court Services for a Juvenile in Need of Protection or Services (JIPS)

2015 Referrals-1859

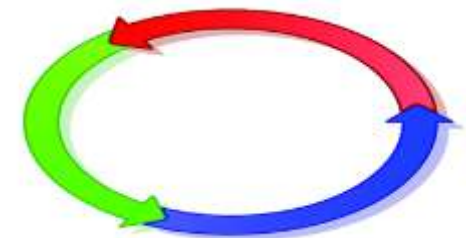


DCSD NIATx Project Presentation

Customer Voice

Change Cycles

- ❖ There were 2 Change Cycles Conducted and 1 Change Cycle currently underway.
- ❖ The process involved...
 - ▶ Conducting the Walk-through
 - ▶ Briefing Meeting with Management to share results and prioritize needs
 - ▶ Discussing the project at All Staff Meetings
 - ▶ Forming the Change Team
 - ▶ Determining the Project Focus: Customer Satisfaction Surveys
 - ▶ Collection of Data by Team Leader
 - ▶ Numerous group meetings to decide on the process, develop the process, decide on next cycle and receive appropriate approval
 - ▶ Explored various options to distribute the surveys
 - ▶ Proceeded with Change Cycle



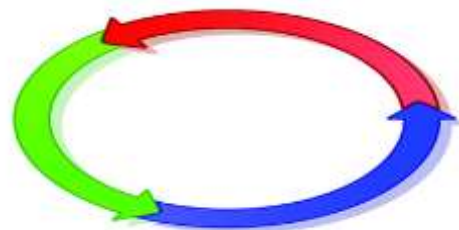
DCSD NIATx Project Presentation

Customer Voice

Change Cycles

Change Cycle #1

- ▶ After conducting the “Walkthrough,” it was determined that there was no process in place for client feedback.
- ▶ DCSD desired to implement a process to increase the percentage of clients that did not have a “voice” from 0% to 75%.
- ▶ **Adopt:** This shift provides support for the development of a survey and process to implement a mechanism to allow customers/clients the opportunity to provide feedback to DCSD.



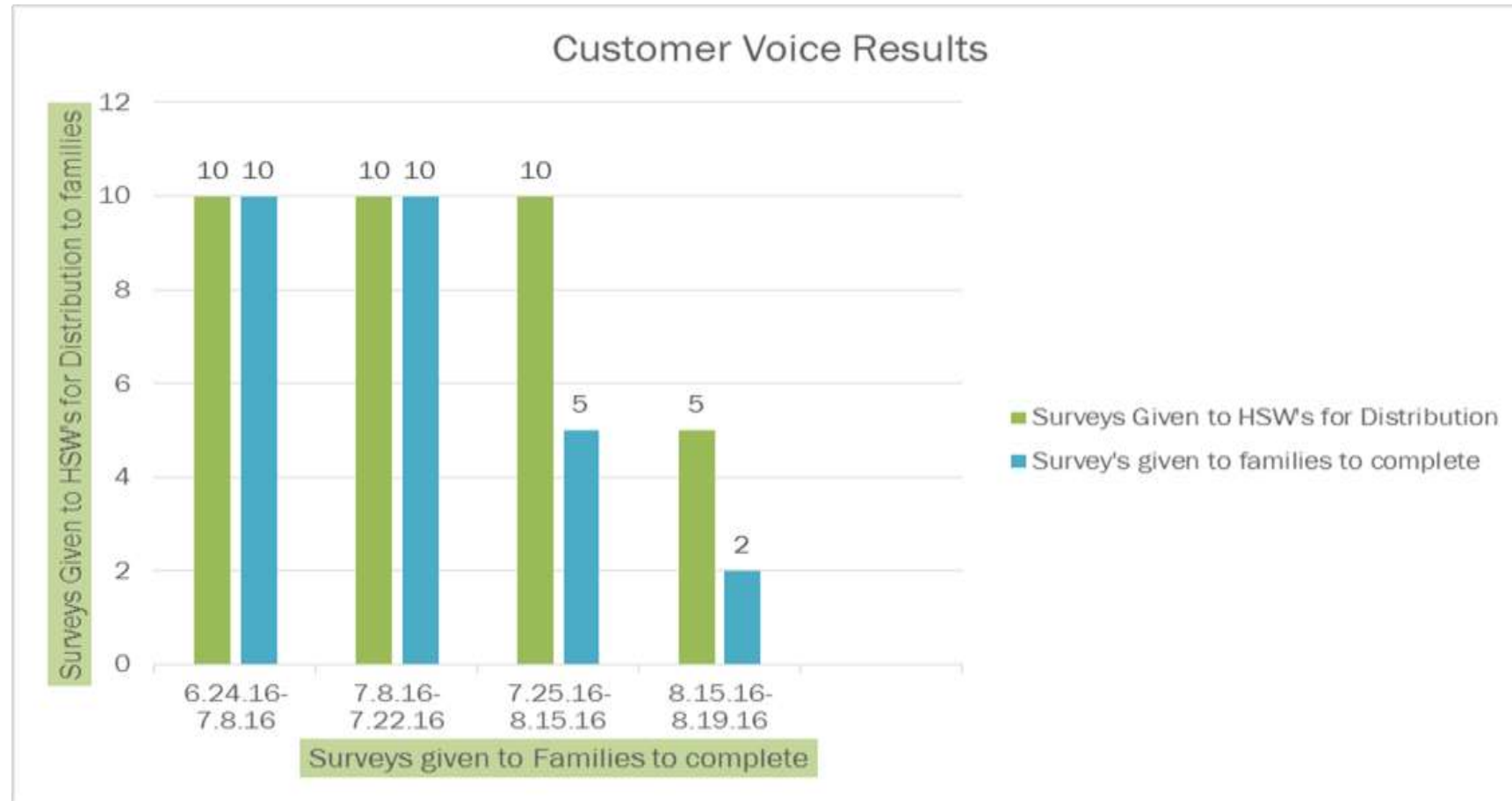
Change Cycle #2

- ▶ Determine the number of opportunities to get feedback by analyzing case closure data.
- ▶ Solicit input from the Customer Experience group, Clients and other stakeholders to develop appropriate survey.
- ▶ Finalize the survey.
- ▶ Explored various options to distribute surveys.
- ▶ Determine number of clients to survey for the pilot.
- ▶ **Adopt:** Survey and the process has been determined to be an appropriate start to solicit feedback from clients.

DCSD NIATx Project Presentation

Customer Voice

Data Results



Goal
of 75%
Exceeded!

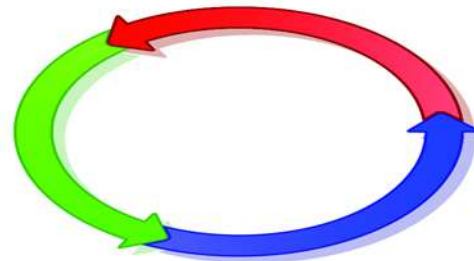
77%
of Families
were given
**A
Voice**

DCSD NIATx Project Presentation

Customer Voice

Change Cycle #3: Current Cycle

- ▶ Developing a process with the “Case Processing Committee” to administer a Client Satisfaction Survey during an Exit interview held in the office within the last 45 days prior to probation completion.
- ▶ This process will start during the Intake interview and discussion of the key topics will be introduced at the onset of the case.
- ▶ Identify 5 families to pilot at intake.
- ▶ Anticipate a longer turnaround due to the need to have the case go through its evolution.



- ▶ Adopt, Adapt, Abandon: TBD

DCSD NIATx Project Presentation

Customer Voice

Lessons Learned

- ▶ We originally focused on enhancing our culture of continuous improvement, however after conducting the walk-through, it was determined that there was no process in place for client feedback. Therefore, we changed our NIATx cohort from *Culture of Improvement* to *Customer Satisfaction*
- ▶ Refocusing was necessary because the focus drifted from the aim statement to the number of surveys received back.
- ▶ Quality Oversight was predominantly Agency Driven Change and not Customer Driven Change



DCSD NIATx Project Presentation

Customer Voice

Next Steps

- ▶ Inform HSW that as a part of the Case Management Process an Exit interview will be conducted & solicit their input.
- ▶ Develop drafts of policy and tools, e.g. script for HSW, handout for client, exit interview format, intake and exit protocols, etc.
- ▶ Modify existing intake procedure to include discussion of the exit interview and main concepts that will be reviewed.
- ▶ Upon receipt of surveys, start process of Continuous Quality improvement
- ▶ Began Discussion on next Change Project



DCSD NIATx Project Presentation

Customer Voice

Celebrations

- ▶ Change Team Efforts will be recognized in the Delinquency and Court Services Quarterly Newsletter.
- ▶ The Change team welcomed the process. The Celebration will be ongoing because of the Continuous Quality Improvement efforts that will come out of the feedback received.
- ▶ As a result of being involved with the Star QI project, DCSD will be in a better position to increase our ability to provide more effective customer service to the population of clients that we serve with the hopes of reducing recidivism in the Juvenile Justice System.
- ▶ Our customers were given a voice in our improvement process and that has never been a factor before in our operations.



Continuous Quality Improvement

Data Analysis

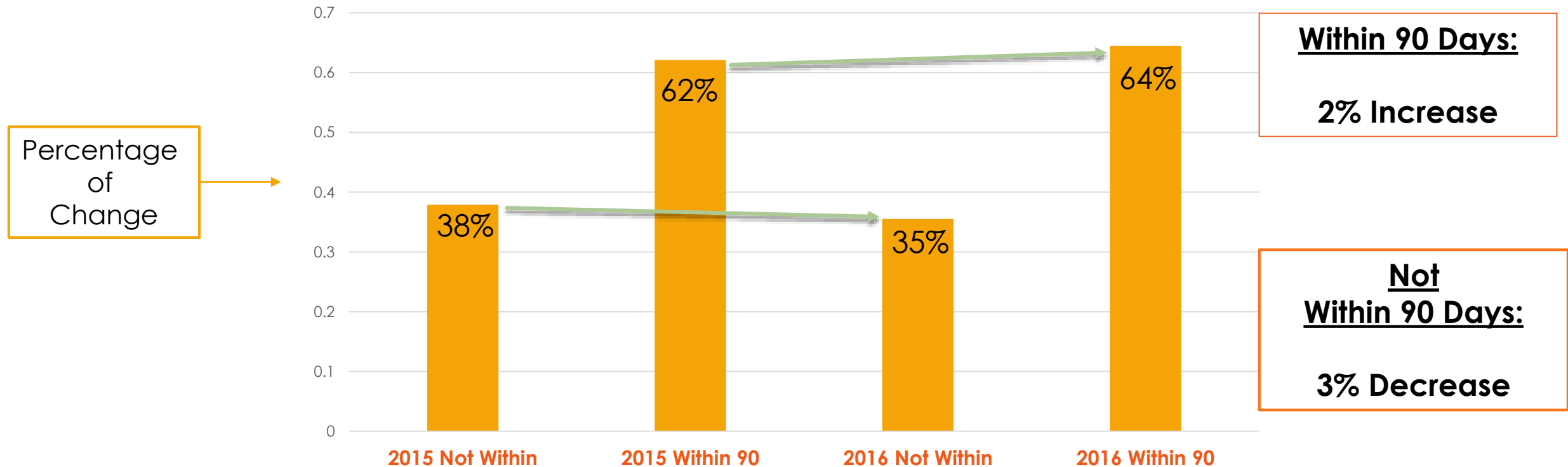
- ❖ **2015 Data Review Updates**, i.e. YASI and Service Start Dates Data
- ❖ **2016 Data Review Results**, i.e. SPEP 2015 Data Analysis
- ❖ **2017 Program Improvement Focus:**
 - ▶ Distribution of New Policies
 - ▶ Documentation Standards Training
 - ▶ Action Plan Emphasis - Due December 30, 2016

Continuous Quality Improvement

Data Analysis

YASI Data and Service Start Dates Update

YASI & Service Start Dates
From 2015 - 2016



Continuous Quality Improvement

Data Analysis

2017 CQI Focus

- ❖ As a result of the 2016 data analysis, the 2017 CQI program improvement efforts will focus on Documentation Improvements.
- ❖ Goal: Tie Assessments, Referrals, Documentation & Billing Together
- ❖ Action Plan
 - Due December 30, 2016.
 - Action Plan Requirements: **Develop a Program Improvement Project that focuses on documentation improvement related to DCSD requirements.**

Continuous Quality Improvement

Due: 12/30/2016

Action Plan

Identified Concern	Plan to Address Concern/ Agency Response	Responsible Party	Time Line
ID Project: Project must have a Documentation Focus of Agency's Choice	Summarize Project: Enter brief synopsis for anticipated change project to address the concern that has been identified...	Responsible Party: Enter Staff Name(s) (Title) to be responsible for oversight...	<div>Project Implementation Date: (Enter Project Start Date).</div> <div>Anticipated Completion Date of Project Implementation: (Enter Expected Date of Project Completion).</div> <div>Project Status: Completed Ongoing (Circle the appropriate option). Date of Status: (Enter Date Project Status Assessed).</div>

Continuous Quality Improvement

Training Expectations

- ❖ **Documentation Training Date:** November 21st, 1 – 3PM @ *SaintA* during Forum Meeting
- ❖ **Who Should Attend?** Documentation Policy Development Staff
- ❖ **Training Focus:**
 1. Specific Data Entry:
 - ❑ Provider Progress Notes
 - ❑ Discharges
 - ❑ Placement Services
 2. Clarify Data Entry Requirements by Agency for each service provided
 3. Clinical Documentation and new payor code demonstration
- ❖ **Discussion of New Policies**

Continuous Quality Improvement

New Provider Policies

❖ Existing Policies:

1. Service Authorization Request (SAR) 034
 - Revision Took Place February 2016
2. Children's Court Services Network (CSSN) Service Provision, Monthly Reporting and Agency Billing Process 035
 - Revision & Name Change TBA
3. Children's Court Services Network (CSSN) Provider Referral & Authorization Process 023
 - Revision & Name Change TBA

❖ Policies Pending Development:

1. DCSD Provider General Roles & Responsibilities 000
2. DCSD Provider Continuous Quality Improvement Requirements 000
3. DCSD Provider Add/Drop Procedure 000

Continuous Quality Improvement

Next Steps

- ❖ **Documentation Standards Training November 21st**
- ❖ **Contract Renewal Meeting November 30th**
- ❖ **Provider Action Plans Due December 30th, 2016**
- ❖ **2017 Bi-monthly Forum Meetings**
 - Plan to Continue with 3rd Monday of Every Other Month – Starting January 2017
- ❖ **2017 DCSD Winter CQI Site Visits**
 - ▶ Dates TBA (Approximately *February – April 2017*)
 - ▶ Provider Site Visit Goals:
 1. 2016 Individual Provider YASI & Service Start Dates Data will be shared
 2. 2016 Action Plan will be Assessed, i.e. the Continuous Improvement Project
 3. 2017 Action Plan Discussion, i.e. the Continuous Improvement Project
 4. Classification of New Services (*if applicable*)

Questions & Answers



Adjourn

Thank's